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From: John D. Cowart

Company: NCR Corporation

Fax Number: 937-445-6794

Phone Number: 937-445-1310

If you encounter any problems during transmission, please call the above phone number. Thank you.

Applicant is re-sending a copy of Applicant's reply to the office action of April 12, 2004, in this application. Applicant originally filed the reply by First-Class Mail on July 9, 2004, as evidenced by the First-Class Mailing Certificate on the document itself. In a phone call with the Examiner on November 18, 2004, Applicant's representative learned for the first time that the Examiner did not receive a copy of this reply. On the Examiner's instruction, Applicant is now faxing a copy of the reply, as originally submitted last July, to the Office's central fax line.

Please contact Applicant's representative at the number listed below with questions.

With best regards,

John D. Cowart, 38,415

Phone: 858-485-4903



JMS MK-4

## MAIL ACKNOWLEDGMENT

X-221-41 1299

Serial Number 10/055,828	Date Filed 10/26/2001	TO  PATENT AND TRADEMARK OFFICE  Please acknowledge date received and return card to NCR Corporation  OPE JUL 13 2004 PATENT AND TRADEMARK OFFICE 5637
Inventor's Name K. Reed et al.		
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X:2271-41 1299

Serial Number

Date Filed

Inventor Name

10/26/2001

**Mr. Brad et al.**

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P.02

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 10007

Customer No. 26890

In re application of: REED, M., et al.

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Serial No. 10/055,828

NOV 19 2004

Filed: October 26, 2001

For: DETERMINING CUSTOMER FEEDBACK

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Transmitted herewith is an amendment in the above-identified application.

☒ No additional fee is required.

The fee has been calculated as shown below:


## CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	32	-	32	0 X	\$ 18 =	\$ 0
Independent Claims	3	-	3	0 X	\$ 86 =	\$ 0
Total additional fee for this amendment ---->						\$ 0

- \* If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- \*\* If the "Highest Number Previously Paid For" in this space is less than 20, write "20" in this space.
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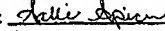
Respectfully,

  
 John D. Cowart  
 Reg. No. 38,415

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

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By:   
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P.03

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Michael L. Reed, et al.	§	Group Art Unit:	2177
		§		
Serial No.:	10/055,828	§		
		§	Examiner:	Wong, Leslie
Filed:	10/26/2001	§		
		§		
For:	Determining Customer Feedback	§	Atty. Dkt. No.:	10007
		§		

Commissioner for Patents  
P.O. Box 1450  
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REPLY TO OFFICE ACTION MAILED MARCH 12, 2004

This is a reply to the office action dated March 12, 2004, in this application.  
Please reconsider this application and allow all of the claims.

Amendment to the Title appears on page 2 of this paper.

Amendments to the Claims appear in the listing of claims which begins on  
page 3 of this paper.

Remarks/Arguments begin on page 7 of this paper.

CERTIFICATE OF MAILING

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7-9-04 *Sallie Spicer*  
Sallie Spicer

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AMENDMENT TO THE TITLE

Please amend the title of this application by deleting the current title in its entirety and replacing it with the following title:

**AN AUTOMATED SYSTEM FOR RATING CUSTOMER FEEDBACK.**